

Wilson Area School District

Learning At Home Useful Tech Tips

Chromebook Troubleshooting

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While using technology to Learn from Home, you can and likely will encounter occasional problems with your school issued device.

The following document was developed to provide a guide to self troubleshoot your device using many of the same procedures as the District's Technology Department.

As always, step number one to any problem is to make sure the device has been plugged in overnight and is fully charged. In our experience Chromebooks work best when fully charged and unplugged. Step two is to restart the device. Many times a simple reboot can improve your user experience. If these suggestions do not resolve your problem, please read on and do not hesitate to try our recommended troubleshooting procedures.

Connect your Chromebook/Laptop to Wifi

To connect to the Internet, use a compatible Wifi network.

Step 1: Turn on Wifi

1. At the bottom right, select the time.
2. Select Not Connected .
Note: If you see your Wifi network name and a signal strength, your Chromebook is already connected to Wifi.
3. Turn on Wifi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.

Step 2: Pick a network and connect

Connect to an open network

Select the Wifi network .

Remember, your information might be visible to other people on this network.

Connect to a secure network

1. Select the secure Wifi network .
2. Type the network password.
3. Select Connect.



Wilson Area Technology Department recommends using a password protected Wifi Connection

Why is my chromebook so slow and auto refreshing?

Extensions are small software programs that customize the browsing experience, but may cause the chromebook to operate slower than normal. Other factors which affect a chromebook's operation include having multiple tabs open, not completely turning off your Chromebook recently, or having **too many** extensions installed.

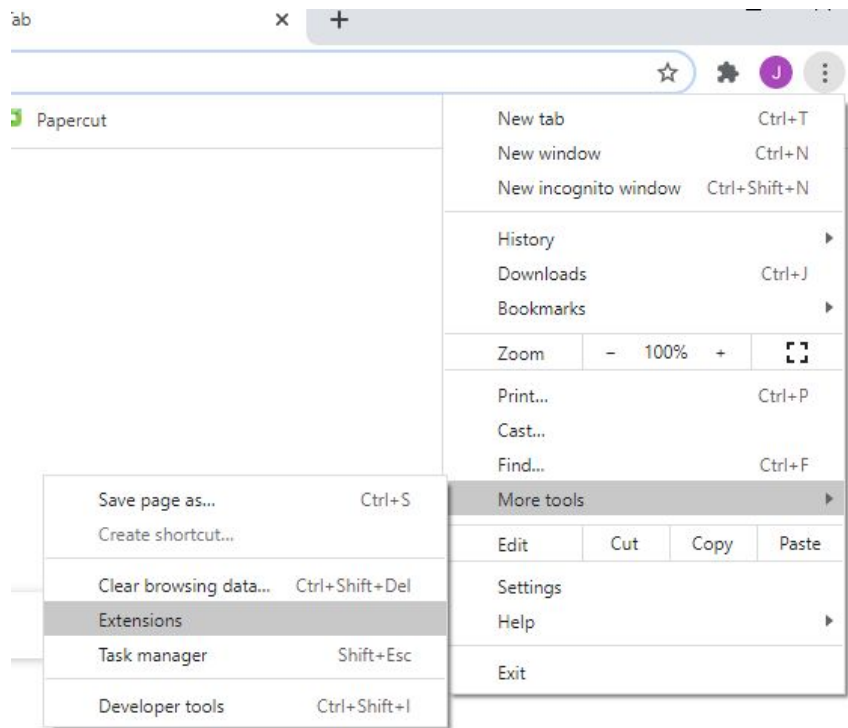
Recommendations

1. Reboot your Chromebook, don't just close the lid, every night.
2. Delete or disable unneeded extensions (see the following page). One can do a [Browser Reset](#) to disable all extensions.
3. **Keep the number of open tabs to a minimum, especially if you are doing something where performance matters. This includes using Zoom, playing a video, saving large documents, etc.**
4. Check your internet speed. You can use [speedof.me](#) as a test. Compare to what you should be getting from your internet provider.

Checking Installed Extensions

It is common that there are installed Extensions that you are unaware of causing your Chromebook/Device to perform slowly. You can check which Extensions are installed on your Chrome Browser, and turn them on or off to check for any changes in performance.

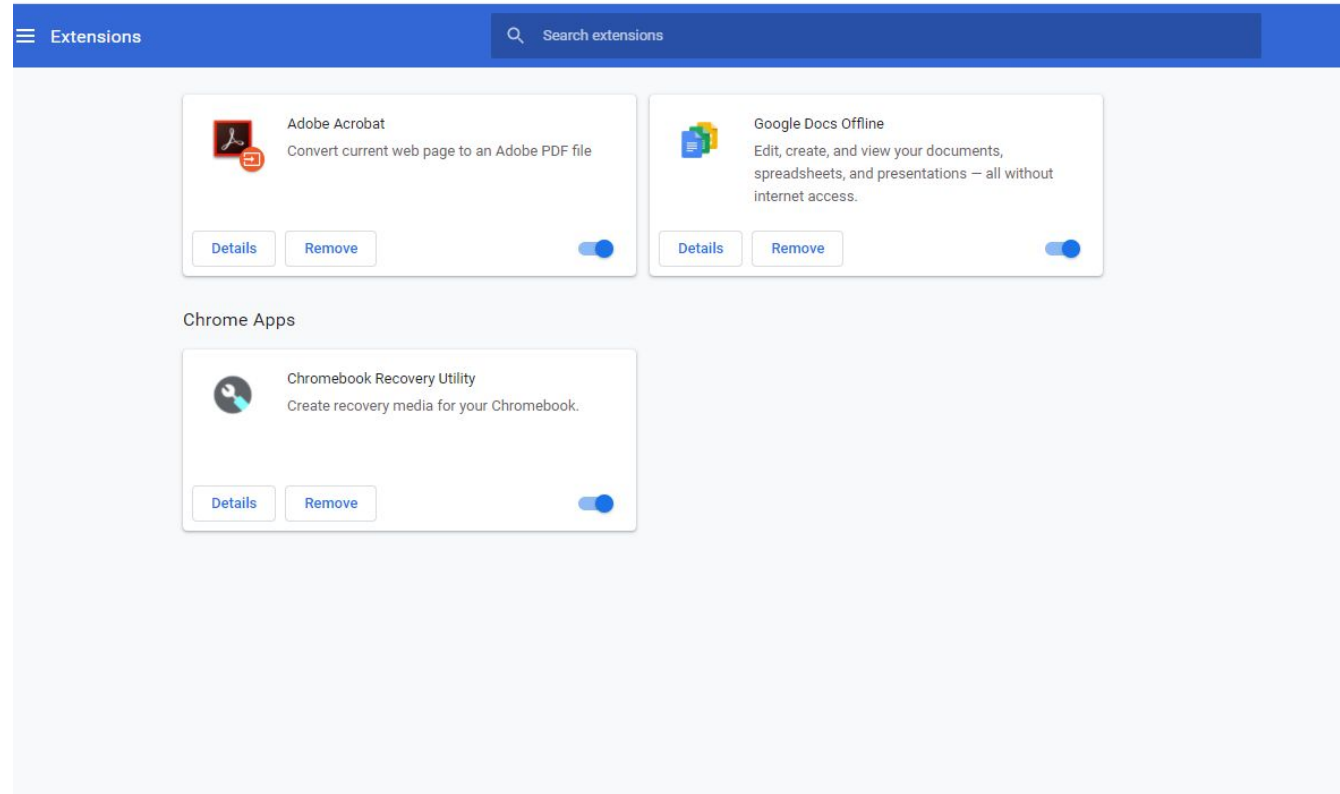
Using the quick settings menu located under the 3 vertical dots on the top right of your Chrome Browser, select more tools and then Extensions.



Checking Installed Extensions Continued...

Your Extensions page will look like this. You can toggle each extension off or on individually to check if it improves performance.

The District has placed several extensions on the Chromebook for specific classes. If you do not use these extensions they can be turned off on this page using the slider on the bottom right corner



Adjust the volume and Mic gain

Control your microphone volume

You can adjust how loud or soft your voice sounds to others during a call or meeting.

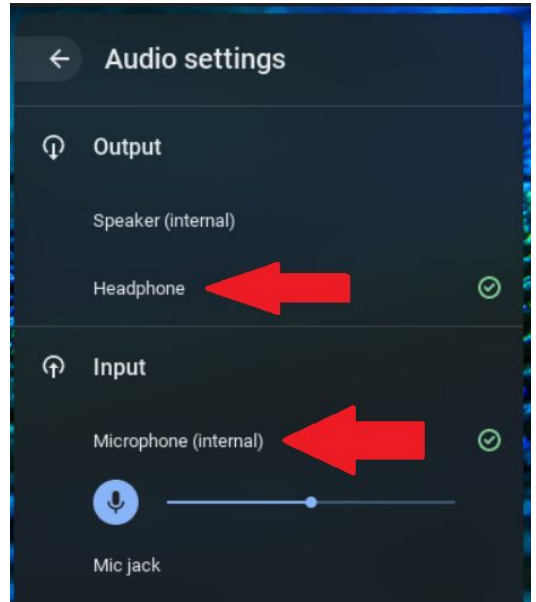
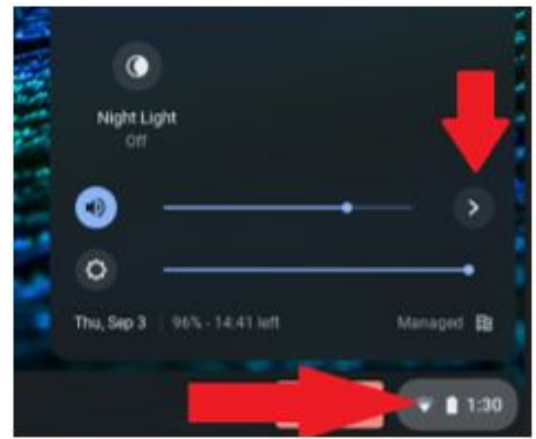
1. At the bottom right, select the time.
2. Next to the volume slider, select Audio settings .
3. Under “Input,” drag the microphone slider left or right.

*Tip: * Wilson Area IT Department highly recommends a quiet environment when using the microphone during Zoom. Various background noises can be very disruptive to the built in Microphone, causing erratic sound delivery to the teacher. If at all possible have your student in the most quiet place in the household when on Zoom **

Change your speaker volume

To control how loud or soft others sound to you, adjust your speaker, headphone, or other output volume.

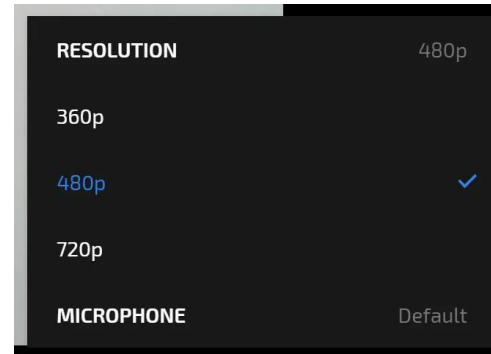
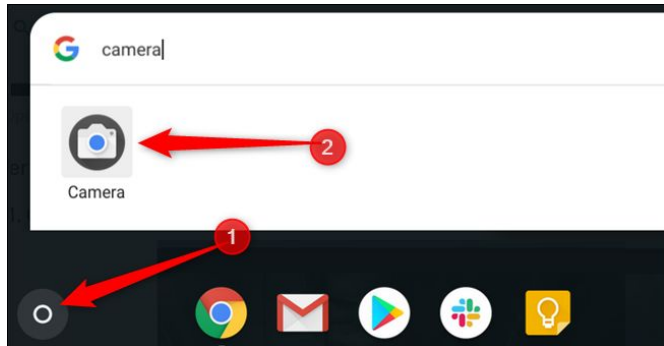
1. At the bottom right, select the time.
2. Drag the volume slider left or right.
Tip: To mute the volume, select Volume .
3. To find your output settings, select Audio settings .
4. Under “Output,” the device in use will have a green check to the right.



Adjusting Webcam Resolution

1. Click on the Launcher icon at the bottom-left of the screen.
2. Search for “camera” and launch the app.
3. After the webcam app is running, you’ll see your webcam turn on and your face will appear on the screen. Locate the options menu at the top-left of the Camera app (gear icon).
4. You’ll see a list of all the cameras on your Chromebook. If you have one camera, you’ll see all possible resolutions for that webcam.
5. Chrome OS allows the adjustment of both photo and video resolutions. **Please make sure you are adjusting the Video resolution.**

For example, if you have just one front camera, you’ll see one entry for changing the resolution of photos and another for videos. **We Recommend setting your Webcam Video quality to 480p or lower to reduce lagging/choppiness.** ** This setting is only available on certain models of Chromebook provided by Wilson Area School District **





Resetting Chromebook Hardware

Sometimes, your Chromebook will require a hardware reset. To accomplish this please use the following procedure:

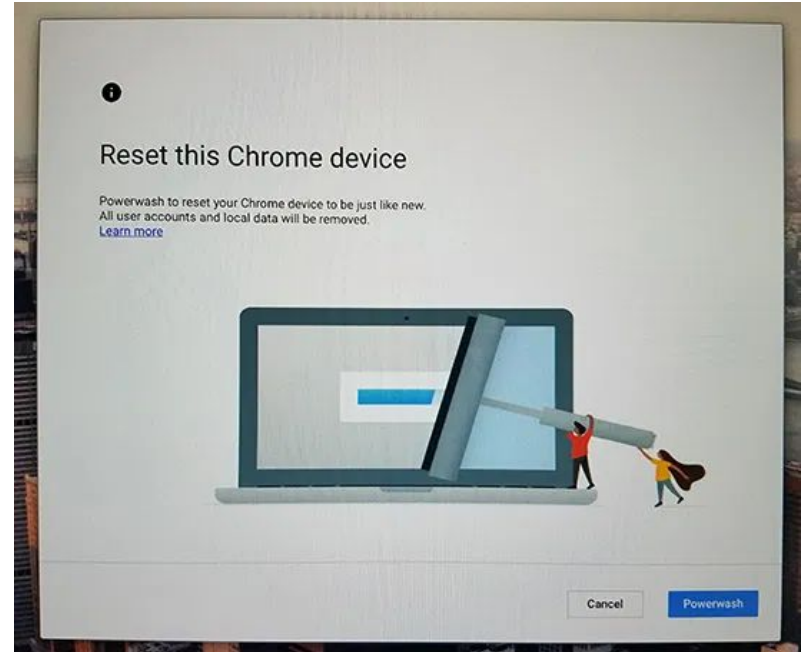
Hard reset your Chromebook

For most Chromebooks, follow the steps below:

1. Turn off your Chromebook.
2. Press and hold Refresh  + tap Power .
3. When your Chromebook starts up, release Refresh .

Last Resort: Powerwashing your Chromebook

1. While on the Chrome OS login screen and prior to authenticating, press the following keyboard shortcut: **Shift+Ctrl+Alt+R**
2. A window will appear labeled Reset this Chrome device. Click Restart to begin.
3. Your Chromebook will be restarted. After returning to the login screen, a new version of this window should be displayed. Click Powerwash.
4. The Confirm Powerwash dialog will now appear. Click Continue.
5. Once complete, you will need to reconnect to your home wifi. Then you can sign in with your Wilson Area School District **Google Account** and follow the on-screen prompts to set up your newly-restored Chromebook.



Last Resort: Powerwashing your Chromebook Continued...

In the event you need to powerwash your Chromebook, you will need to reconnect your device to your home Wifi. Use the procedure outlined on page 3 of this document. If the student returns to Wilson Area School District Campus and the chromebook does not reconnect to the School Wifi, the student should take their chromebook to the office or ask their teacher for assistance.



Other Home Network Considerations

Home networks can be busy places. Many households have several devices connected to their home network simultaneously. These include but are not limited to:

- Smart phones (The more there are the slower the network will be)
- Streaming TV (Firestick, Apple TV, Netflix, Prime Video, etc.)
- Streaming Music (Alexa, Pandora, Spotify, iHeart Radio)
- Tablets, Laptop and Desktop PC's, Chromebooks
- Smart Devices such as Watches, Appliances, Video Game Consoles (XBox, PS, etc.)

These items can and will consume bandwidth which can otherwise be allocated to your students Chromebook during instruction time. If possible, try to eliminate as much network usage by these devices during instructional time in order to maximize internet speed for educational purposes.

*** Turn off TV's, Video Games, and any unnecessary devices during instructional periods***

Contact Wilson Area School District Tech Department

If you have tried the above recommended suggestions and are still experiencing trouble, please feel free to contact our Technology Support line at:

1-484-373-6018

Or by email:

support@wilsonareasd.org